HP Insight Management 7.2 Installation and Upgrade Release Notes

Abstract

This document describes the HP Insight Management 7.2 release updates and provides information about installing or upgrading to Insight Management version 7.2 that is important to know before you begin.

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1 Overview of the Insight Management 7.2 release

Release objective

HP Insight Management 7.2 release provides feature enhancements for both the HP Insight Management Advisor and the HP Insight Management Installer. HP Insight Management 7.2 also provides updates for existing operating systems and hypervisors, and also fixes to known software issues.

Installation requirements and prerequisites

- Minimum hardware, firmware, and software requirements for this release are listed in the *HP Insight Management Support Matrix*
- Installation and upgrade prerequisites are documented in the *HP Insight Management 7.2 Preinstallation Worksheet*

Insight Management installation and user documentation is available at the Insight Management Information Library:

http://www.hp.com/go/insightmanagement/docs

Distribution media

The physical distribution media for the Insight Management 7.2 release contains complete ISO images, which enables you to perform a new installation of Insight Management version 7.2 or an upgrade to Insight Management version 7.2.

Obtaining the distribution media

Obtain the HP Insight Management 7.2 distribution media through one of the following sources:

- An HP or an HP authorized reseller.
- Downloading the ISO images from the HP Software Depot:
  http://www.software.hp.com
- Downloading a trial version from the Insight Management website:
  http://www.hp.com/go/tryinsightmanagement

NOTE: HP has introduced a second media kit titled **HP Insight Control server provisioning USB media kit**. This distribution media contains the Insight Control server provisioning software, available through the same channels as the Insight Management distribution media.

Distribution media contents

Table 1 and Table 2 list the contents of the Insight Management version 7.2 distribution media. A check mark in the **Updated for 7.2 release** column means that the 7.2 media is delivering an updated version of the software since the last DVD release, version 7.1.

See the *HP Insight Management Getting Started Guide* for descriptions of the software delivered on the DVDs and the documents in the Insight Management documentation set.

HP Insight Management DVD #1

DVD #1 contains the Insight Management Installer as well as the HP Systems Insight Manager, HP Insight Control, and the HP Virtual Connect Enterprise Manager.

Table 1 HP Insight Management DVD #1 (dual-layer) contents

Software and version on HP Insight Management DVD #1	Updated for 7.2 release
HP Systems Insight Manager 7.2	✓
HP System Management Homepage 7.2	✓
WMI Mapper 7.2	✓
HP Version Control Repository Manager 7.2	✓
Desktop shortcut to the latest version HP Insight Remote Support Advanced	✓
HP Insight Control licensing and reports 7.2	✓
HP Insight Control performance management 7.2	✓
HP Insight Control power management 7.2	✓
HP Insight Control server deployment (install locally or reuse remote installation) 7.2	✓
HP Insight Control server migration 7.2	✓
HP Insight Control virtual machine management 7.2	✓
HP Insight managed system setup wizard 7.2	✓
HP Insight Management Advisor 7.2	✓
HP Virtual Connect Enterprise Manager 7.2	✓
HP Insight mxsync utility 7.2	✓
HP Insight Control server deployment Quiesce SIM Plugin 7.2	✓

IMPORTANT: HP Insight Control server provisioning is the new provisioning tool, which replaces HP Insight Control server deployment. For more information about Insight Control server provisioning, see the *HP Insight Control Server Provisioning 7.2 Installation Guide*. The information about Insight Control server deployment is retained here for the convenience of legacy users who have not yet migrated to HP Insight Control server provisioning.

HP Insight Management DVD #2

DVD #2 is used in conjunction with HP Insight Management DVD #1, and it contains the HP Matrix Operating Environment capacity planning, configuration and workload management and HP Insight Capacity Advisor Consolidation software.

Table 2 HP Insight Management DVD #2 (single-layer) contents

Software and version on HP Insight Management DVD #2	Updated for 7.2 release
HP Matrix Operating Environment 7.2, which includes: • HP Matrix Operating Environment capacity planning, configuration and workload management and HP Insight Capacity Advisor Consolidation software • HP Matrix recovery management • HP Matrix infrastructure orchestration • HP Storage Provisioning Manager • HP SPM adapter for EMC symmetrix VMAX	✓

Open source code

The open source code used by Insight Management components (license types include GPL and LGP) is shipped on the Insight Management distribution media in a zipped format or available on the HP website. Table 3 (page 7) lists the software components and the corresponding location of the Open Source code on the HP website.Table 4 lists the software components and the corresponding location of the Open Source code on the DVDs.

Table 3 Open source code available on the HP website

Software name	HP website
• HP Matrix KVM Private Cloud • HP Insight Control server provisioning	http://www.hp.com/software/opensource

Table 4 Open source code included on the Insight Management distribution media

Software name	Path to the open source code
DVD #2	
HP Insight Control server migration	\open source\ ICmigr
HP Insight Management Installer	\open source\ hpic
HP Systems Insight Manager	\open source\ hpsim
HP System Management Homepage	\open source\ sysmgmt
HP Version Control Repository Manager	\open source\ vcrep
Insight Control: • HP Insight Control performance management • HP Insight Control power management • HP Insight Control server deployment • HP Insight Control virtual machine management	\open source\ ICperf \open source\ ICpwr \open source\ rdp \open source\ ICvirt
WMI Mapper	\open source\ wmimap
HP Insight managed system setup wizard [1]	\open source\ MatrixOE
HP Virtual Connect Enterprise Manager	\open source\hpvcem
HP Matrix Operating Environment capacity planning, configuration and workload management and HP Insight Capacity Advisor Consolidation software [1]	\open source\ MatrixOE
HP Matrix infrastructure orchestration	\open source\MatrixIO
HP Storage Provisioning Manager	\open source\spm
HPIO infrastructure bursting connecter	contrib\hpio-connecter-src.zip **NOTE:** You cannot directly access the connector source code from the DVD. The connector source code is installed in the contrib subdirectory of the HPIO installation directory.

[1] Only the BlazeDS Open source codes are in the `\MatrixOE\open source` directory.

Additional downloads for Insight Management

The following are additional downloads that are available for Insight Management:

- HP Insight Control includes the rights for **HP Insight Control server provisioning**, which is a new feature replacing HP Insight Control server deployment. You can download it from the location listed in the HP Insight Management installer screens.

- **HP Insight Control for Microsoft System Center** provides extensions to Insight Control to enable to use in Microsoft System Center environments.
- **HP Insight Control for VMware vCenter Server** provides extensions to Insight Control to enable the integration with VMware vCenter Server.

NOTE: To obtain HP Insight Control for Microsoft System Center and HP Insight Control for VMware vCenter Server, download the ISO images from the HP Insight Management DVD Downloads and References website:

http://www.hp.com/go/insightupdates

- **HP Matrix KVM Private Cloud**, new in Insight Management 7.2, enables the provisioning of virtual machine instances on KVM (Linux kernel-based virtual machine) hosts in a virtual data center (a cloud) using Matrix infrastructure orchestration templates and self-service portal processes. It is available as a separate download on the SWDepot page along with Insight Management products.

Japanese language support

Information about Japanese support for Insight Management is located at the following website:

http://www.hp.com/jp/insight

New and changed features

The following sections describe changes that have been introduced to the HP Insight Management Advisor and the Insight Management installation and upgrade process since the last release.

HP Insight Management Advisor

HP Insight Management Advisor for the 7.2 release includes product enhancements. The following are the changes applicable for the HP Insight Management 7.2 release:

- Supports the following two new operating systems:
  - Windows Server 2012 Standard
  - Windows Server 2012 Datacenter
- Supports an enhanced security configuration test for Internet Explorer.
- Supports Windows Server 2003 R2 SP2 Standard x86 (this is applicable for only the HP Systems Insight Manager suite and HP IC Power Management component).
- Supports Internet Explorer 10.
- Supports Adobe Flash Player 11.
- Supports SQL Server 2012.

HP Insight Management Installer

HP Insight Management Installer for the 7.2 release includes product enhancements. The following are the changes applicable for the HP Insight Management 7.2 release:

- Supports a direct upgrade to Insight Management version 7.2 from version 6.2 or later.
- Supports the following new operating systems:
  - Windows Server 2012 Standard
  - Windows Server 2012 Datacenter

- The Insight Management DVD is bundled with SQL Server Express 2008 R2 SP2 edition instead of the SQL Server Express 2008 R2 SP1 edition
- Windows Server 2003 R2 SP2 Standard x86 OS now supports only the installation of HP Systems Insight Manager suite and HP Insight Control Power Management.
- In a cluster environment, the following components are not selected by default in the HP Insight Management Installer:
  - HP Insight Control server deployment (install locally or reuse remote installation).

    NOTE: HP Insight Control server deployment is not selected by default in the installer even in a non-cluster environment.

  - HP Insight Control server deployment SIM Integration module
  - HP Insight Remote Support Advanced
  - HP Insight Control server deployment Quiesce SIM Plug-in
- HP Insight Management installer has introduced a new screen which enables you to customize the default product title displayed on the login screen of HP Systems Insight Manager.

Other Insight Management components

New and changed features and capabilities for Insight Management components is located in their respective release notes, which you can obtain at the websites listed in Table 5.

Table 5 Release notes websites

Release notes title	Website
HP Systems Insight Manager 7.2 Release Notes	http://www.hp.com/go/foundationmgmt/docs
HP Insight Control 7.2 Release Notes	http://www.hp.com/go/insightcontrol/docs
HP Insight Control server deployment 7.2 Release Notes	http://www.hp.com/go/rdp/kb
HP Matrix Operating Environment 7.2 Release Notes	http://www.hp.com/go/matrixoe/docs
HP Virtual Connect Enterprise Manager 7.2 Release Notes	http://www.hp.com/go/insightmanagement/docs
HP System Management Homepage 7.2 Release Notes	http://www.hp.com/go/foundationmgmt/docs
HP Virtual Connect Enterprise Manager 7.2 Release Notes	http://www.hp.com/go/foundationmgmt/docs

New support on the CMS

This release introduces support for the following software on the CMS:

- Databases:
  - Microsoft SQL Server 2008 R2 Express SP2
  - Microsoft SQL Server 2008 R2 Standard SP2
  - Microsoft SQL Server 2008 R2 Enterprise SP2
  - Microsoft SQL Server 2012 Standard SP1
  - Microsoft SQL Server 2012 Enterprise SP1
  - Microsoft SQL Server 2012 Business Intelligence SP1
  - Microsoft SQL Server 2012 Web SP1 (HP SIM only)

- Operating systems:
  - Windows Server 2012 Standard
  - Windows Server 2012 Data Center
- Hypervisors:
  - Windows Server 2012 Standard
  - Windows Server 2012 Data Center
  - VMware ESXi 4.1 Update 3
  - VMware ESXi 5.0 Update 2

Deprecated support on the CMS

The following software is no longer supported on the CMS:

- Databases:
  - Microsoft SQL Server 2008 Standard SP2
  - Microsoft SQL Server 2008 Enterprise SP2
  - Microsoft SQL Server 2008 R2 Standard
  - Microsoft SQL Server 2008 R2 Enterprise
  - Microsoft SQL Server 2008 R2 Express SP1(64 bit)
  - Microsoft SQL Server 2008 R2 Express (32-bit)
- Removed the OO RSScheduler service state test.

Revised documentation

Many documents were revised for the Insight Management 7.2 release. If a document was not revised, the last edition of the document still applies.

The most up-to-date and complete set of English language user documentation and white papers for Insight Management is available online from the Insight Management Information Library:

http://www.hp.com/go/insightmanagement/docs

NOTE: The English language Insight Management documentation is translated into Japanese and Simplified Chinese, and the Insight Management Information Library provides a link to those translated documents. HP SIM user documentation is available in additional languages.

The following documents were revised for the Insight Management 7.2 release.

Insight Management

- *HP Insight Management Installation and Configuration Guide*
- *HP Insight Management Installer online help*
- *HP Insight Management Services online help*
- *HP Insight Management Preinstallation Worksheet*
- *HP Insight Management Quick Installation Guide*
- *HP Insight Management Installation and Upgrade Release Notes*

- *HP Insight Management Support Matrix*

Insight Control

- *HP Insight Control Release Notes*
- *HP Insight Control Getting Started Guide*
- *HP Insight Control Power Management User Guide* and online help
- *HP Insight Control Server Deployment User Guide* and online help
- *HP Insight Control Server Migration User Guide* and online help
- *HP Insight Control Server Provisioning Administrator Guide, HP Insight Control Server Provisioning Installation Guide* and online help
- *HP Insight Control Virtual Machine Management User Guide* and online help
- *HP Insight Control Performance Management User Guide and online help*

HP Matrix Operating Environment

- *HP Matrix Operating Environment Release Notes*
- *HP Matrix Operating Environment Infrastructure Orchestration User Guide* and online help
- *HP Matrix Operating Environment Recovery Management User Guide*
- *HP Insight Global Workload Manager User Guide* and online help
- *HP Matrix Operating Environment Logical Server Management User Guide* and online help
- *HP Integrity Virtual Machines Manager User Guide*
- *HP Integrity Virtual Machines Manager Release Notes*
- *HP Application Discovery User Guide*
- *HP Storage Provisioning Manager (SPM) User Guide*

HP SIM

- *Systems Insight Manager Release Notes*
- *HP Systems Insight Manager User Guide* and online help
- *HP Systems Insight Manager Installation and Configuration Guide for Microsoft Windows*
- *HP Systems Insight Manager Command Line Interface Guide*

HP System Management Homepage

- *System Management Homepage Release Notes*
- *System Management Homepage Installation and Configuration Guide*
- *System Management Homepage User Guide* and online help

VCEM

- *HP Virtual Connect Enterprise Manager Release Notes*
- *HP Virtual Connect Enterprise Manager User Guide* and online help

Version Control

- *HP Version Control Agent Release Notes*
- *HP Version Control Repository Manager Release Notes*

- *HP Version Control Installation and Configuration Guide*
- *HP Version Control Agent User Guide* and online help
- *HP Version Control Repository Manager User Guide* and online help

Help on search

- **Search is not case sensitive**. Example: Searching for cat finds topics containing both cat and Cat.
- **Full and partial matches**. Unrelated partial terms are not found. Example: Searching for cat finds cat and cats, but does not find category because it is an unrelated term with a partial matching string.
- **No support for wild card characters**. Example: Searching for cat* finds topics containing cats but does not find topics containing category.
- **Keyword paste**. To enter a complex keyword, copy it from another window, right-click the text box and select **Paste**.
- **Some matches are to the topic's metadata, rather than the visible content**.

Table 6 Supported search options

Option	Result
Quoted phrases	Not supported.
AND	If you enter two terms, the search engine locates topics that contain both terms and topics that contain each term.
OR	Search locates topics that contain the individual terms without the other term. You can enter more than two terms. Separate lists are generated for each search.
NOT	Not supported.
Wildcards	Limited support.
Metadata	Supported.
Ranking	Not supported.

2 Installation and upgrade notes

This chapter provides links to the Insight Management installation documentation and contains notes that are important to read before upgrading to Insight Management version 7.2, performing a new installation of Insight Management version 7.2, or uninstalling the Insight Management software.

Obtaining Insight Management installation documentation

The *HP Insight Management Installation and Configuration Guide* and all other related Insight Management installation documentation is available from the Insight Management Information Library:

http://www.hp.com/go/insightmanagement/docs

PDF versions of the Insight Management installation documents are also available from the **Documentation** tab on the startup screen of the HP Insight Management DVD #1.

IMPORTANT: Any document shipped on the Insight Management DVD might have an updated edition available on the web, therefore, HP recommends that you go to the Insight Management Information Library to ensure that you have the most up-to-date documents.

Potential Microsoft SQL database errors

Table 7 lists known issues acknowledged by Microsoft that can occur during an SQL database upgrade. These errors can also occur during a new installation of Insight Management as well if the existing database on the CMS is automatically upgraded as part of the installation.

The Error code column lists the error codes that will be displayed when the upgrade to SQL Server 2008 Express R2 is not successful.

Table 7 Microsoft SQL database upgrade errors and suggested action

Error code	Cause	Suggested action and links to more information
1035451685	Upgrading Microsoft SQL 2008 R2 Express might fail on a CMS installed with Windows 2008 R2 if the Administrator has been added to both local security policies: "Log on as a service" and "Deny Log on as service". The upgrade failure occurs because the "Deny Log on as service" security setting receives more priority than the "Log on as a service" settings, which prevents the SQL service from starting.	Disable the "Deny Log on as Service" in the local security policy.
2067922429	This error is caused by a mismatch of CPU architecture between the Microsoft SQL components that are already installed on the server, and the components that are packaged in the Microsoft SQL 2008 Express R2 installer. If 64-bit Microsoft SQL components are already installed on the server, this error occurs. This error code will only occur on an x64 server.	Verify if the 64-bit Microsoft SQL components are already installed on the server by determining if there are any Microsoft SQL components in the 64–bit registry node with a version different from Microsoft SQL 2005 SP3 or above. As a workaround, remove the 64-bit Microsoft SQL components and reinstall the DVD components again. For more information, see: http://social.msdn.microsoft.com/Forums/en-US/sqlsetupandupgrade/thread/4e73ec8b-fe41-41a7-8fc4-1246836f61a7/

Table 7 Microsoft SQL database upgrade errors and suggested action *(continued)*

Error code	Cause	Suggested action and links to more information
2068052081	The incorrect .NET package is being used by default by the Microsoft SQL 2008 installer. The Insight Management DVD supports .NET 3.5 SP1. If a complete package of .NET 4.0 is not installed, this error is displayed.	Verify if .NET 4.0 is available on the system, and verify if the complete package is installed or if only a few components are installed. If only a few components are present, uninstall these .NET 4.0 components and then reinitiate the upgrade.
2146823279	Incorrect credentials are entered for the CMS.	Verify and enter the correct credentials, ensuring that the domain name, the user name, and the password are correct. For more information, see: http://social.msdn.microsoft.com/Forums/en/sqlexpress/thread/e4ce922d-68ec-44bc-a62d-6defde3d881f
2068578304	Two possible causes are: • The user account does not have logon interactive permission. • The Microsoft SQL Server 2008 installation folder has the Archive attribute set. The Archive attribute is in the exclusion list that the Microsoft SQL Server 2008 Setup program uses to validate the installation folder during the setup process.	Do one of the following, depending on the cause of the problem: • Provide logon interactive permission to the user account being used to upgrade to Microsoft SQL 2008 R2 • Follow the steps mentioned in the http://support.microsoft.com/kb/957453 knowledge base article For more information, see: http://connect.microsoft.com/SQLServer/feedback/details/355293
2067922940	When the performance counter registry hive is corrupted, the Microsoft SQL installer displays an error message.	1. Open a command prompt, and enter the following command to repair the counters: `# LODCTR /R` 2. Open the registry editor, and export the following key (009 is the English default key): HKLM\Software\Microsoft\Windows NT\CurrentVersion\Perflib\009 Default keys for other languages: French is 00C, Spanish is 00A, and German is 007. 3. Notice the empty 00x key in the same location. This is where you must import the values. 4. Edit the exported registry file, and replace the value `009` with the value `007`. 5. Save the changed `.reg` file, and import it back by double clicking this same file. 6. Attempt the installation again. The SQL Express step should now succeed. For more information, see • http://support.microsoft.com/kb/300956 • http://social.technet.microsoft.com/wiki/contents/articles/event-id-3002-microsoft-windows-loadperf.aspx
1035451685	The Microsoft SQL server found Microsoft SQL 2008 registry keys on the server from a previous installation	Delete the keys mentioned in the http://support.microsoft.com/kb/920114 knowledge base article. For more information, see: http://social.msdn.microsoft.com/Forums/en/sqlsetupandupgrade/thread/62f0cd6b-bf78-46e0-b513-1556c0866241

Upgrading Insight Management

Before beginning an upgrade of Insight Management, HP recommends that you gather the information listed in the *HP Insight Management 7.2 Preinstallation Worksheet*. Gathering the data before you begin ensures that you are prepared to supply all the information required during the upgrade.

Upgrade paths

This release supports upgrading Systems Insight Manager, Insight Control, and Matrix Operating Environment components from Insight Software DVD version 6.2 or later.

IMPORTANT: Any of the Systems Insight Manager or Insight Control components that were installed an HP Insight Software DVD that is older than version 3.10 or any of the Matrix Operating Environment components that were installed from an HP Insight Software DVD that is older than version 6.2, require a two-step process to upgrade to version 7.2. This is necessary to bring all software up to the minimum supported versions and operating systems for the upgrade. For more information, see the *HP Insight Management 7.2 Installation and Configuration Guide*.

Table 8 lists the upgrade paths for individual Insight Management components. The installer automatically upgrades Insight Management components that are running at the minimum supported version to version 7.2.

Table 8 Supported upgrade paths to Insight Management 7.2

Insight Management component name	Minimum version
HP Systems Insight Manager	6.2 or later
HP System Management Homepage	6.2 or later
HP Insight Control server deployment (if installed on local server)	6.2 or later
HP Insight Control server deployment Quiesce SIM Plugin	7.1 or later
HP Insight mxsync Utility	6.2 or later
HP Insight managed system setup wizard	6.2 or later
HP Insight Management Advisor	6.2 or later
WMI Mapper	2.71 or later
HP Insight Control power management	6.2 or later
HP Insight Control performance management	6.2 or later
HP Insight Control virtual machine management	6.2 or later
HP Insight Control server migration	6.2 or later
HP Virtual Connect Enterprise Manager	6.2 or later
HP Version Control Repository Manager	6.2 or later
HP Matrix Operating Environment capacity planning, configuration and workload management and HP Insight Capacity Advisor Consolidation software	6.2 or later[1]
HP Matrix infrastructure orchestration	6.2 or later[1]
HP Matrix recovery management	6.2 or later[1]
HP Storage Provisioning Manager	2.0 or later[2]
HP SPM adapter for EMC symmetrix VMAX	7.1 or later
HP Insight Remote Support Advanced	A 5.50 or later

[1] In general, if a version of Insight Dynamics earlier than 6.2 is installed, you must use HP Insight Software DVD 6.2 to upgrade to Insight Dynamics 6.2 and then perform a second upgrade to version 7.2 using HP Insight Management DVD 7.2.

[2] SPM 1.2 is included with Insight Dynamics 6.2, SPM 2.1 is included with Matrix Operating Environment 7.1, and SPM 2.2 with Matrix Operating Environment 7.2.

Backing up the current CMS configuration before upgrading

Before beginning an upgrade, HP recommends that you follow the instructions in the *HP Insight Management Installation and Configuration Guide* to back up the current CMS configuration in case you need to restore the CMS.

Upgrade notes

Chapter 2 in the *HP Insight Management 7.2 Installation and Configuration Guide* describes the Insight Management installation and upgrade procedure. Some steps in Chapter 2 are not required for an upgrade. Therefore, HP recommends that you read the documentation when you perform an upgrade because it indicates when a step does not apply.

This section contains notes that apply to upgrading Insight Management:

- During an upgrade, Matrix Operating Environment properties files from an earlier release are replaced by new properties files for the 7.2 release. If you made any modifications or customizations to the properties files, your changes are lost.

  Suggested action: Before beginning an upgrade to Matrix Operating Environment 7.2, save a copy of user-modified properties files or note any changes made to the files so that you can insert those modifications into the new 7.2 versions of the files.

  The following is a partial list of properties files that are commonly modified. Verify in your environment if you have modified these files before beginning an upgrade, and if you have modified them, save the files to a location that is not under the `\Program Files\HP\Virtual Server Environment` directory tree.

  - `C:\Program Files\HP\Matrix infrastructure Orchestration\conf\blade_models.properties`
  - `C:\Program Files\HP\Virtual Server Environment\conf\esa.properties`
  - `C:\Program Files\HP\Virtual Server Environment\conf\lsa\hp_lsa_service.conf`
  - `C:\Program Files\HP\Virtual Server Environment\conf\lsa\lsa.properties`
  - `C:\Program Files\HP\Virtual Server Environment\conf\lsa\lsaclient.properties`
  - `C:\Program Files\HP\Virtual Server Environment\conf\lsa\vc\vcController.properties`
  - `C:\Program Files\HP\Virtual Server Environment\conf\lsa\vmm\vmmController.properties`
  - `C:\Program Files\HP\Virtual Server Environment\conf\lsa\storage\storageController.properties`

  After the upgrade has completed, but before the services are restarted or the CMS is rebooted, edit the new properties files and add any custom entries made to the previous version of the file.

- Upgrading HP Matrix infrastructure orchestration requires a manual step to upgrade Operations Orchestration. This step is documented in the *HP Insight Management 7.2 Installation and Configuration Guide*.
- If the currently installed version of Insight Remote Support Advanced software is lower than Version A.05.70 on an existing HP SIM installation or you are intending to install HP SIM as a new installation, you must install or update the Insight Remote Support Advanced software to version A.05.70 or later to make it compatible with the HP SIM 7.2 installation.

  Suggested action: The easiest way to upgrade directly to version A.05.70 is to install the latest version available from the HP Software Depot, at the following website:

  https://h20392.www2.hp.com/portal/swdepot/displayProductInfo.do?productNumber=RSADVANCED

  Doing so will preserve your configuration details and avoid some of the manual steps required to upgrade.

  NOTE: HP Insight Remote Support Advanced installer supports upgrade to version 5.70 from both 5.50 and 5.60 versions. Ensure that Insight Remote Support Advanced is upgraded to version 5.70 before installing HP Systems Insight Manager 7.2.

- During an upgrade of Insight Control server migration, an uninstallation window appears.

  Suggested action: This window is an expected part of the upgrade process and it appears only for a moment. Do not manually close this window.

- When Insight Control server deployment and HP SIM are installed on the same system but use different databases, you must upgrade Insight Control server deployment using its standalone installer before running the Insight Management Installer.

  If you upgrade Insight Control server deployment using the Insight Management Installer, Insight Control server deployment redirects you to use the same database as HP SIM and data from the original Insight Control server deployment database is not migrated.

- After upgrading Operations Orchestration from version 7.51 to 9.0, Operations Orchestration Central and Studio have different certificate keys. Operations Orchestration Studio cannot access the URL `https://localhost:16443`.

  Suggested action: To resolve this issue, follow these steps:

  1. Make a backup copy of the `rc_keystore` file on the CMS.
  2. Copy the `rc_keystore` file installed on the CMS (`C:\Program Files\HP\Operations Orchestration\Central\conf\rc_keystore`) to the same path on the Operations Orchestration Studio system (`C:\Program Files\HP\Operations Orchestration\Studio\conf\rc_keystore`).
  3. Restart Operations Orchestration Studio.

- When upgrading from SPM 1.x to 2.x, if the unmanaged volumes do not have serial numbers defined in the original version, the arrays do not show up in the new SPM catalog. This is caused by a problem with the generated unmanaged array XML file.

  Suggested Action: Prior to upgrading SPM 1.x to SPM 2.x, edit all unmanaged volumes to include a serial number. (This must be a unique value.) If the upgrade was performed prior to performing this action, your SPM 2.x catalog will have to be edited to fill in the missing field. Contact Matrix support for assistance.

- Any upgrades from SPM 1.x to SPM 2.x requires SPM to be able to access the storage arrays during the upgrade process. If any of the arrays is down or is offline, or if the connection information is not correct, then any 1.x managed arrays will be converted to unmanaged arrays in 2.x version. This is important because the upgrade process works by analyzing the older catalog, importing the appropriate array resources into the new SPM catalog, and

mapping the older catalog resources onto the new resources. If SPM 2.x cannot communicate with the array, then it is not possible to perform the import step.

NOTE: The connection mechanism for EVA arrays has changed between SPM 1.x and SPM 2.x. In both the cases, the management host, user name, and password should be the same, however, SPM 1.x uses ESA to communicate with the EVA array, and the connection information includes the access port. SPM 2.x communicates directly with HP P6000 Command View Software running on the management host, using the HP P6000 Command View Software port (usually 2372 or 2374). If HP P6000 Command View Software is configured to use a different port, SPM will be unable to connect with the array during the upgrade process. If you have reconfigured HP P6000 Command View Software, you must change back the configuration to use the default port during the upgrade process. This allows the upgrade process to communicate with the array and import the appropriate resources. The user can force the upgrade SPM by running `spmadmin /forcev1upgrade` command. After the upgrade process is complete, you can reconfigure HP P6000 Command View Software to your preferred port and reconfigure the array's connection information within SPM 2.x, if necessary.

- In some cases, the existing SPM 1.x services become non-comformant after upgrading to SPM 2.x. In some of these cases, it is possible to clean up these by bringing up the Matrix Operating Environment Logical Server Storage Pool interface and checking the storage pool entry (SPE) configuration.

  If the SAN fabrics for server initiator WWNs are incorrect, correcting the SAN fabrics for host initiators and saving the SPE this may address the problem. If the SAN fabrics are present and are correct, merely modifying and saving the SPE can be a sufficient workaround to address the problem. If the SAN fabrics are not available for the entries, you will need to remove the SPE, deactivate and remove the associated SPM storage service, and then re-create the SPE. Note the server initiator WWNs from the SPE, and then delete the SPE. Create a new "SAN Catalog Storage Entry" SPE, and replace the auto-generated server initiator WWNs with the noted values. Request candidates from SPM and make and appropriate selection. The new SPM storage service should be conformant.

- When SPM is installed, the sample XML files for unmanaged arrays and unmanaged SAN operation are named as `example.xml`. When an upgrade from SPM 2.0 to SPM 2.2 is performed, any file named `example.xml` that is present in the SPM state folder is removed by the installer. It is important that you do not use the `example.xml` filename for your production XML files, or you can risk losing that data when SPM is upgraded. If you have used the `example.xml` file for naming for your production usage, you must back up this file to a different location before performing the upgrade, and then restore the files to their proper location in the state folder following the upgrade.

Installing Insight Management

Before beginning a new installation of Insight Management, HP recommends that you gather the information listed in the *HP Insight Management 7.2 Preinstallation Worksheet*. Gathering the data before you begin ensures that you are prepared to supply all input required during the installation.

See the *HP Insight Management 7.2 Installation and Configuration Guide* for installation instructions and how to configure managed systems after Insight Management is installed.

Installation and upgrade times

The *HP Insight Management 7.2 Installation and Configuration Guide* lists approximate installation and upgrade times for individual Insight Management components on an x86 and an x64 Operating Systems.

Disabling virus scanners before beginning an installation

HP recommends that you disable virus-scanning software and backup agents before beginning the installation process. Some Insight Management components might not install, if virus-scanning software and/or backup agents are running.

Installation notes

The following list contains general notes that apply to a new installation of Insight Management. Read these notes before you begin an installation.

- On a system that has Windows 2008 R2 as its operating system, if the FTP site is not running, the Default FTP site state test in the Insight Management Advisor displays `No problems found` message instead of returning an error.

  Suggested action: IIS does not provide proper FTP site status. For more information about the issue, see the following two links:

  - http://forums.iis.net/p/1183266/2002986.aspx#2002986
  - http://forums.iis.net/t/1186230.aspx

- The Insight Management Advisor password expiration check may fail displaying the following error message: A system error occurred calling NetUserGetInfo due to the fact that the workstation service and/or the server service failed to restart on the Windows domain controller server.

  Suggested action: Ensure that the Workstation and the Server services are running on the domain controller server for the domain to which the CMS belongs.

- The following notes apply while installing Insight Control server deployment:

  - For Windows 2008 and Windows 2012 with a local DHCP service, search the Altiris Knowledge base for Article 45903 at the following website:

    http://www.symantec.com/business/support/index?page=home

    This article provides information about modifying PXE configuration options if the DHCP service is required to be installed locally on a Windows 2008 deployment server.

  - If you are installing Insight Control server deployment, do not install the ProLiant OS Deployment Pack for Microsoft System Center Configuration Manager 2007, which is part of the Insight Control extensions for Microsoft System Center. Both of these components provide PXE services, and networking issues could arise if both components are installed in the same environment.

- The Insight Management Installer cannot run from a mapped drive if the server is running a Windows Server 2003 OS.

  This issue occurs when the Microsoft Internet Explorer (IE) enhanced security feature is enabled, which is the default setting for Windows Server 2003-based computers. This enhanced level of security might prevent certain web sites from appearing as expected in IE because scripts, ActiveX Controls, and downloads are disabled.

  Suggested action: To resolve this issue, turn off the IE Enhanced Security Configuration before starting the installation.

⚠ **WARNING!** If you turn off enhanced security, you might expose your server to potential security attacks. HP recommends that you use a limited user account instead of an administrator account for general web browsing. Use the Group Policy feature to keep unauthorized users from making inappropriate changes to browser security settings.

- Microsoft .NET 4.0 Framework can be installed and present on the CMS, but it cannot be set as the default. The entire .NET package needs to be installed, otherwise the SQL server installation fails.
- On rare occasions, it is possible for individual component installations to not be able to continue (the component installation fails to complete) due to a timing issue in the startup of the HP SIM service.

  Suggested action: If this situation occurs, rerun the Insight Management Installer to complete the installation of the components that were not installed.
- The following notes apply to installing Operations Orchestration:
  - You cannot download 64-bit Operations Orchestration Studio from Insight Orchestration Designer.

    An icon in the Workflow dialog box in Insight Orchestration Designer enables you to download and install the 32-bit version of Operations Orchestration Studio. If you download and attempt to install the 32-bit version on a 64-bit CMS, the following error is displayed: "Studio version: 9.00 does not match Central version: 2.0. Setup will exit."

    Suggested action: The 64-bit version of Operations Orchestration Studio is available on the HP Insight Management DVD #2, in the `/MatrixIO` folder.
  - A "Failed Login" message is displayed when you try to log in to Operations Orchestration Studio 9.00 pointing to a remote repository (for example, Operations Orchestration Central 9.00 on the CMS).

    Suggested action: To resolve this issue, follow these steps:
    1. Make a backup of the `rc_keystore` file on the CMS.
    2. Copy the `rc_keystore` file installed on the CMS (`C:\Program Files\HP\Operations Orchestration\Central\conf\rc_keystore`) to the same path on the remote Operations Orchestration Studio system (`C:\Program Files\HP\Operations Orchestration\Studio\conf\rc_keystore`).
    3. Restart Operations Orchestration Studio.
  - Operations Orchestration Central and Studio are not localized to Japanese in Matrix Operating Environment 6.3. Operations Orchestration is available only in English, even when it is installed on a Japanese CMS.

    Suggested action: You cannot configure Operations Orchestration with the `/lang=jp` or `lang=ja` qualifier. Thus, ignore the "`/lang=xx`" switch shown in step 3e in the Configuring HP Matrix Operating Environment infrastructure orchestration features section in the *HP Insight Management 7.2 Installation and Configuration Guide*.

Post installation notes

This section contains information that is important to note after an Insight Management installation.

Patch required for proper management of Microsoft Windows Server 2008 with Hyper-V systems

A patch from Microsoft is required for managing Microsoft Windows Server 2008 with Hyper-V systems. Patches are installed on the Hyper-V hosts. After you have installed the patch, you must install or update Hyper-V Integration Services from the updated host to each VM guest. Do this as a precaution because not all patches affect Integration Services on the guests.

Microsoft Windows Server 2008 SP2 with Hyper-V requires you to install the following patch that fixes the hang in host servers with many simultaneous virtual machine operations. The patch is located at:

http://support.microsoft.com/kb/980081

See the *Managing Microsoft Windows Server 2008 Hyper-V with HP Insight Software* technology brief for more information about other patches that might be required for later editions of Microsoft Windows Server 2008 (R2):

http://www.hp.com/go/insightmanagement/docs

Patch required for HP Integrity VM version 6.1 to deploy IO services containing shared guests

Patch PHSS_43030 is required to deploy Matrix infrastructure orchestration services containing HP Integrity VM version 6.1 shared guests. Without this patch, Matrix infrastructure orchestration virtual provisioning fails with an insufficient memory error.

Download the `PHSS_43030` patch from http://www.hp.com/go/hpsc. Log on with an **HP Passport**. From the Download options list, select **Patch management**, and enter the patch number in the search box. Click **Search.**

Uninstalling Insight Management notes

The notes in this section apply to uninstalling Insight Management.

If you uninstall Insight Control performance management and plan to reinstall it on the same server, you must back up and manually delete the old performance management database before re-installing Systems Insight Manager and Insight Control performance management.

Internet Explorer enhanced security notes

When you open some Insight Management online help pages, Microsoft Internet Explorer (IE) might display a warning message about the contents being blocked by the IE Enhanced Security Configuration.

Suggestion action: To avoid this message and to display the online help, disable IE Enhanced Security, or include `res://*.*` in the trusted sites list of IE.

⚠ **WARNING!** If you turn off IE enhanced security, see "Installing Insight Management" (page 18) for information about the risks associated with doing that.

3 Support and other resources

Information to collect before contacting HP

Be sure to have the following information available before you contact HP:

- Software product name
- Hardware product model number
- Operating system type and version
- Applicable error message
- Third-party hardware or software
- Technical support registration number – SAID (Service Agreement Identifier)

How to contact HP

Use the following methods to contact HP technical support:

- In the United States, see the Customer Service / Contact HP United States website for contact options:

  http://welcome.hp.com/country/us/en/contact_us.html
- In the United States, call 1-800-HP-INVENT (1-800-474-6836) to contact HP by telephone. This service is available 24 hours a day, 7 days a week. For continuous quality improvement, conversations might be recorded or monitored.
- Carepack
- In other locations, see the Contact HP Worldwide website for contact options:

  http://welcome.hp.com/country/us/en/wwcontact.html

Security bulletin and alert policy for non-HP owned software components

Open source software (such as OpenSSL) or third-party software (such as Java) are sometimes included in HP products. HP discloses that the non-HP owned software components listed in the Insight Management end user license agreement (EULA) are included with Insight Management. The EULA is included with the Insight Management Installer on Insight Management DVD #1.

HP addresses security bulletins for the software components listed in the EULA with the same level of support afforded HP products. HP is committed to reducing security defects and helping you mitigate the risks associated with security defects when they do occur.

When a security defect is found, HP has a well defined process that culminates with the publication of a security bulletin. The security bulletin provides you with a high level description of the problem and explains how to mitigate the security defect.

Subscription service

HP recommends that you register your product at the Subscriber's Choice for Business website:

http://www.hp.com/country/us/en/contact_us.html

After registering, you will receive email notification of product enhancements, new driver versions, firmware updates, and other product resources.

Registering for software technical support and update service

Insight Management includes one year of 24 x 7 HP Software Technical Support and Update Service. This service provides access to HP technical resources for assistance in resolving software implementation or operations problems.

The service also provides access to software updates and reference manuals in electronic form as they are made available from HP.

With this service, Insight Management customers benefit from expedited problem resolution as well as proactive notification and delivery of software updates. For more information about this service, see the following website:

http://www.hp.com/services/insight

Registration for this service takes place following online redemption of the license certificate.

How to use your software technical support and update service

As HP releases updates to software, the latest versions of the software and documentation are made available to you. The Software Updates and Licensing portal gives you access to software, documentation, and license updates for products on your HP software support agreement.

You can access this portal from the HP Support Center:

http://www.hp.com/go/hpsc

After creating your profile and linking your support agreements to your profile, see the Software Updates and Licensing portal at http://www.hp.com/go/hpsoftwareupdatesupport to obtain software, documentation, and license updates.

HP authorized resellers

For the name of the nearest HP authorized reseller, see the following sources:

- In the United States, see the HP U.S. service locator website:
  http://www.hp.com/service_locator
- In other locations, see the Contact HP worldwide website:
  http://www.hp.com/go/assistance

Related information

Documents

- HP Insight Control documentation:
  http://www.hp.com/go/insightcontrol/docs
- Systems Insight Manager documentation:
  http://www.hp.com/go/insightmanagement/sim/docs
- HP Matrix Operating Environment documentation:
  http://www.hp.com/go/matrixoe/docs

Websites

- HP Insight Control:
  http://www.hp.com/go/insightcontrol
- Systems Insight Manager:
  http://www.hp.com/go/hpsim

Typographic conventions

This document uses the following typographical conventions:

Table 9 Typographic conventions

Book title	The title of a book. On the web, this can be a hyperlink to the book itself.
`Command`	A command name or command phrase, for example `ls -a`.
`Computer output`	Information displayed by the computer.
Ctrl+x or **Ctrl-x**	A key sequence that indicates you must hold down the keyboard key labeled **Ctrl** while you press the letter `x`.
`ENVIRONMENT VARIABLE`	The name of an environment variable, for example, `PATH`.
Key	The name of a keyboard key. **Return** and **Enter** both refer to the same key.
Term	A term or phrase that is defined in the body text of the document, not in a glossary.
`User input`	Indicates commands and text that you type exactly as shown.
`Replaceable`	The name of a placeholder that you replace with an actual value.
[ ]	In command syntax statements, these characters enclose optional content.
{ }	In command syntax statements, these characters enclose required content.
|	The character that separates items in a linear list of choices.
...	Indicates that the preceding element can be repeated one or more times.
WARNING	An alert that calls attention to important information that, if not understood or followed, results in personal injury.
CAUTION	An alert that calls attention to important information that, if not understood or followed, results in data loss, data corruption, or damage to hardware or software.
IMPORTANT	An alert that calls attention to essential information.
NOTE	An alert that contains additional or supplementary information.
TIP	An alert that provides helpful information.

4 Documentation feedback

HP is committed to providing documentation that meets your needs. To help us improve the documentation, send any errors, suggestions, or comments to Documentation Feedback (**docsfeedback@hp.com**). Include the document title and part number, version number, or the URL when submitting your feedback.

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